DOCUMENT RESUME

ED 318 549 PS 018 729

AUTHOR Teitz-Hornyak, Kathleen A.
TITLE Development of a Child Care Resource and Referral Agency in a Corporate Eastern Metropolitan Area.
PUB DATE 90
NOTE 33p.; Master of Science Practicum, Nova University.
PUB TYPE Dissertations/Theses - Practicum Papers (043)

EDRS PRICE MF01/PC02 Plus Postage.
DESCRIPTORS *Day Care; Early Childhood Education; *Information Services; *Program Development; *Program Effectiveness; *Program Implementation; Questionnaires; *Referral; Surveys
IDENTIFIERS *Agency Development

ABSTRACT

A practicum study was planned and implemented by a working mother for the purpose of developing a child care resource and referral agency in an eastern metropolitan area. The objective of the practicum was to increase the number of child care referrals available to working families by 10 percent over a 10-week period. Of the 110 surveys mailed to businesses in the area, 30 percent were returned. Child care facilities were visited in an effort to gather information about their characteristics. In addition, 600 licensed child care facilities were mailed surveys concerning general facility information, staff qualifications and training, space, and children's programming. Of the 600 facilities, only 27, or 4.50 percent, returned surveys. Implementation efforts resulted in the entry of only 45 of 600 child care facilities into a data base for child care resource and referrals. It was concluded that the low number of responses to the child care survey was responsible for the failure to meet the practicum objective. (RH)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

☐ This document has been reproduced as received from the person or organization originating it.

☒ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy

ED318549

Development of a Child Care Resource and Referral Agency In a Corporate Eastern Metropolitan Area

by

Kathleen A. Teitz-Hornyak

Cohort XXIX

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

Kathleen A. Teitz-Hornyak

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

PS 018729

A Practicum Report Presented to the National Master's Program for Child Care Administrators in Partial Fulfillment of the Requirements for the degree of Master of Science

NOVA UNIVERSITY

1990

BEST COPY AVAILABLE

AUTHORSHIP STATEMENT

I hereby testify that this paper and the work it reports are entirely my own. Where it has been necessary to draw from the work of others, published or unpublished, I have acknowledged such work in accordance with accepted scholarly and editorial practice. I give testimony freely, out of respect for the scholarship of other workers in the field and in the hope that my own work, presented here, will earn similar respect.

2-12-90
Date

Kathleen A Leitz-Hornyak
Signature of Student

Abstract

Development of a Child Care Resource and Referral Agency in a Corporate Eastern Metropolitan Area. Teitz-Hornyak, Kathleen A., 1990: Practicum Report, Nova University, Master's Program for Child Care Administrators.
Descriptors: Child Care Referral Agencies / Corporate Child Care Referral / Corporate Child Care Resources / Corporate Child Care

Because of the lack of employer support for working families, an increased number of employees were having difficulty balancing both work and family. One of the main difficulties these employees were encountering was finding and keeping quality child care. The problem often lead to an increase in absenteeism and a decrease in productivity at the workplace.

The writer developed a Child Care Resource and Referral Agency. The results from a child care survey sent to area licensed child care facilities, visitations, evaluations and ratings of child care facilities were used.

Child care survey responses, visitations, evaluations and ratings resulted in an increase in the child care resource and referral information available to working families in the Metropolitan area. Appendicies include sample surveys and evaluation tools.

Table of Contents

Page

Authorship Statement ii

Abstract iii

Table of Content iv

List of Tables vi

Chapter

1. Introduction 1

Community Setting 1

Work Setting 1

Writer's Role 2

2. Study of the Problem 3

Problem Definition 3

Evidence 3

Analysis of Causes 4

Relationship to the Literature 5

3. Goals and Objectives 8

Goal 8

Objectives 8

Evaluation Methods 8

4. Solution Strategies 9

Information Collection 9

Solution Strategy 11

Implementation Plan 12

Calendar Plan 12

Page

5. Results, Conclusions, and Recommendations 14

Results 14

Conclusions 16

Recommendations 16

Follow On 17

References 18

Appendicies 19

A. Child Care Survey 19

B. Child Care Evaluation and Rating Tool 25

List of Tables

Table | Page

1. Number and Percentage of Child Care Surveys Returned During Ten Week Period 14

2. Number and Percentage of Child Care Facilities Visited, Evaluated and Rated During Ten Week Period 15

Chapter 1

INTRODUCTION

Community Setting

This city, in a large Eastern Metropolitan area, had built a reputation as a thriving industrial center, with most of its families deriving their income from steel production. As a result, the area was filled with families needing only one income to maintain a moderate life style. But, due to the decline of the domestic steel industry over the past ten years, the flavor of the city was forced to change. A large proportion of the families now needed two incomes to survive and the city became the the host to many large businesses and corporations.

Work Setting

The writer was employed by an agency in its infancy; founded by a working family that received very little support from employers when searching for child care. The intention of the agency was to establish contracts with corporations to help their employees find and keep quality child care. The work was derived from the writer's home on a computer. Work space was set aside in a spare bedroom. The business was designed in this manner in order to accommodate the writer's hectic life style, trying to coordinate both work and family, since she too was a working parent.

Writer's Role

The writer's role was to develop the actual child care resource and referral data and to eventually guide the corporate employees in their search for quality child care. The writer visited and gathered information from child care facilities, as well as evaluated and rated the facilities. The information would then be shared with clients looking for child care.

Chapter 2

STUDY OF THE PROBLEM

Problem Definition

Dual income and single parent families were having difficulty finding and keeping quality child care arrangements. An increase in absenteeism and a decrease in productivity at the workplace were a direct result of this problem. Only four percent of the employers in this country offered a direct child care benefit (Very, 1989).

Evidence

Evidence that the problem existed in the metropolitan area was found in the child care search encountered by the writer's employer. The parents were both career oriented, but also wanted a family. As the birth of their child grew near, the reality of the lack of support available for finding child care became evident. Their employers did not offer a direct child care benefit which would help them find quality child care.

Other evidence that the problem existed, was in the results of the following survey conducted in the area by the Director of the proposed agency.

In June 1989, 110 surveys were mailed to selected businesses in the writer's metropolitan area. Thirty percent of the surveys were returned.

The summary that follows provides percentages of the total responses for each question.

- Only 39 percent of the corporations had done any research concerning the child care situation of employees and its effect on productivity and morale.

- Some of the general conclusions of the research were: Sick care was the most significant problem. Offering a child care benefit would improve productivity and morale. The largest advantage to a child care benefit was in employee recruitment.

- Seventy-six percent of the corporations were considering, or had considered, some type of child care benefit.

- Seventy percent of the corporations wanted further information on the topic.

- Fifteen percent of senior management of the surveyed corporations viewed a child care benefit as extremely important, 27 percent viewed it as imporant, 27 percent viewed it as somewhat important, and 31 percent viewed it as not important.

- Twelve percent of the corporations offered an on-site day care center, 12 percent were considering it, and 28 percent had considered it.

- Four percent of the businesses offered a subsidized off-site day care center, 32 percent were considering it, and 8 percent had considered it.

- Twenty-eight percent of the corporations offered an information resource and referral service, 40 percent were considering it, and 4 percent had considered it.

- Eighty-five percent of the corporations that were considering a child care resource and referral service would contract with an outside agency, while 15 percent would use existing staff.

Analysis of Causes

One of the main causes of working families having difficulty locating and maintaining child care arrangements, was the lack of employer involvement by not offering direct child care benefits.

Most employers shyed away from providing day care because of the high cost and extensive liabilities associated with it (Very, 1989). According to the National Association for the Education of Young Children, the average start up cost for a day care center was $100,000 to $150,000 and liability insurance exceeded $100 per child. Although there were no significant start up costs associated with subsidizing an off-site center, the liabilities were still an issue. This was evident in a survey conducted in the writer's metropolitan area, by the Director of the proposed agency. The survey found that of the corporations in the area that had considered on-site day care, 60 percent decided against it due to the high cost and 100 percent due to liability insurance.

Relationship to the Literature

The problem of working families having difficulty balancing job and home, as a result of a lack of a direct child care benefit, was justified in the findings of several literary reports.

Moskowitz and Townsend (1989) found that there had been great demographic shifts occurring in the workforce. Sixty-five percent of all mothers worked outside the home. More than 50 percent of new mothers entered or reentered the workforce before their child's first birthday. By the year 2000, the Labor Department estimated that 84 percent of all U.S. women of childbearing age (25 to 40) would be in the workforce.

Galinsky and Hughes (1986) documented that one method for companies to reduce the costs associated with turnover, absenteeism, and low-quality employees was to offer direct child care benefits designed to assist employees with establishing and maintaining satisfactory child care arrangements. The study also found that child care was of critical importance for a sizable proportion of both male and female workers who had problems meeting both job and family responsibilities. Employed parents having trouble finding or keeping their child care arrangements were more likely to be absent, have higher stress, and more health problems. Approximately one in four workers took a less demanding job or refused a promotion because of family life.

Three different national surveys that detailed the major advantages realized by companies that offered dependent care programs were very similar in their results and conclusions. The surveyed companies directly attributed the following benefits to their dependent care program: Competitive advantages in recruiting quality employees, lower absenteeism, improved employee morale, lower job turnover rates, favorable community publicity, improved employee attitude toward organ-organizations, and increased employee job satisfaction (Freidman, 1986).

The National Report on Work and Family (March 1989) published a survey conducted by the Child Care Action Campaign's National Advisory Panel. The survey found that of the corporate panel members, 47 percent "strongly"

agreed that child care was a sound investment, and 77 percent agreed that unmet child care needs resulted in a negative impact on work performance. Sixty-two percent of the entire panel also favored financial incentives for broad child care supports, such as parent seminars and resource and referral services.

The National Report on Work and Family (May 1989) published a survey conducted by Sanders, Associates, Inc., in Nashua N.H. The survey asked 1,280 employees about their problems balancing child care issues with work responsibilities. According to the survey, finding reliable child care service was the major concern. About 20 percent of employees lost work time because of family responsibilities. Employees lost work time an average of four times in a two month period. Lost work time was defined as time off for children's appointments, being late because of child care problems, or staying home to care for sick children. More than 40 percent of the parents reported they had had to change child care arrangements over the past two years. Of the various child care services, parents rated a referral service to identify available child care as most important.

As documented by the above literature, dual income and single parent families had encountered many problems attempting to coordinate work and family.

Chapter 3

GOALS AND OBJECTIVES

Goal

The following goal was projected for this practicum: Gather data to develop and implement a quality child care resource and referral agency for working families in the Corporate Metropolitan area.

Objectives

The following objectives were projected for this practicum:

1) Over a ten week period the number of quality child care resource and referrals available to working families will increase by at least five percent as measured by the number of responses to preimposed survey (Appendix A).

2) Over a ten week period the number of quality child care resource and referrals in the metropolitan area will increase by at least five percent as measured by the number of child care facilities visited, evaluated and rated by the writer using the Child Care Evaluation Tool (Appendix B).

Evaluation Methods

The above goal and objectives were measured by:

1) The actual number of responses to the preimposed survey.

2) The number of child care facilities visited, evaluated and rated.

Chapter 4

SOLUTION STRATEGIES

Information Collection

The following literary information was considered in formulating the solution strategy.

Moskowitz and Townsend (1989) found that working families, but most obviously working mothers, were changing the landscape of the American workplace. As they tried to balance career and family, they were demanding that employers take an active role in meeting their needs. Smartly run companies were responding with creative programs to help out these valuable workers. Of the 60 companies listed as the best places in America for working mothers to work, 60 percent of the companies operated or supported child care centers and 67 percent offered a resource and referral service for child care. The companies in the survey shared a growing realization that to be competitive, they needed to accommodate the working parent.

An article published by the National Report on Work and Family (May 1989) detailed a new benefit package that Johnson & Johnson introduced in July 1989. The package included expanded parental leave, resource and referral services, and alternative work scheduled for its 30,000 U.S. employees. The Johnson & Johnson work and family task force had been working on the initiatives for 18 months in a

"continuing process". Under the Work and Family Initiatives program, one of the benefits offered to employees was a resource and referral service for child care at all Johnson & Johnson locations in the United States.

An article published in the Day Care U.S.A. Newsletter (September 1989) highlighted a new employer paid resource and referral service in Atlanta. Resource and referral listings were documented on a computer program and the parents viewed the listings at home on a personal computer. The agency took day care center and home lists from state licensing offices and contacted providers for complete information on the programs for its data base. Provider information was updated quarterly. With the addition of this new agency, Atlanta had become the nation's most competitive resource and referral town, with two others already in existence.

Very (1989) found there were basically three types of direct care benefits: On-site or subsidized off-site care, direct reimbursement, or resource and referral. Many companies hesitated to provide day care because of the high cost and expensive liabilities associated with it. Although there were no significant start-up costs associated with subsidizing an off-site center, the liabilities were still an issue. Many companies also shyed away from direct reimbursement because of the low level of perceived value and cost. The resource and referral option provided the employer the ability to offer a direct child care benefit with a high actual and perceived value at a very reasonable cost. In

addition, none of the liabilities applied since the employee made the ultimate choice of child care arrangements. This service provided the best of all worlds: an effective benefit for both the employee and the employer.

A survey was conducted in the writer's metropolitan area, by the Director of the proposed agency, to determine levels of child care benefits and trends. It was found that 100 percent of the respondents (excluding health care facilities) that had considered on-site care, decided against it because of the high cost and liability. More respondents, 40 percent, were considering a resource and referral alternative than any other direct benefit. Of those that had considered a resource and referral service, 85 percent would have contracted with an outside agency.

Solution Strategy

The solution strategy chosen to help dual income and single parent families to find and keep child care, was to set up a child care resource and referral agency to be offered to employees by employers.

The following research influenced the choice of the above solution strategy.

Sixty-seven percent of the top companies recommended for working mothers offered a resource and referral service as a direct child care benefit (Moskowitz and Townsend, 1989).

The resource and referral service option provided a direct child care benefit with high actual and perceived value at a very reasonable cost. None of the liabilities of

on-site child care were involved, since the employee made the ultimate choice of child care arrangements (Very, 1989).

Forty percent of the respondents to a local survey considered a resource and referral service more than any other direct child care benefit. Of those that had considered a resource and referral service, 85 percent would have contracted with an outside agency.

Implementation Plan

Implementation of the solution strategy took place over a ten week period.

A weekly log was kept to document responses to a pre-imposed child care survey. An evaluation tool was developed to evaluate and rate the child care facilities in the area. Various child care facilities were visited, evaluated and rated. The results of the surveys, visits, evaluations and ratings were tabulated and entered into a data base.

Calendar Plan

Week 1:

A child care evaluation tool was developed to be used to evaluate and rate child care facilities during visits. No child care surveys were returned or logged.

Week 2:

Two infant/toddler centers, serving children six weeks to three years, were visited, evaluated and rated. No child care surveys were returned or logged.

Week 3:

Three preschool centers, serving children three to six years, were visited, evaluated and rated. One child care survey was returned and logged. Logging survey returns included categorizing the facility by location and population served.

Week 4:

Two before and after school centers, serving children six to twelve years, were visited, evaluated and rated. Three child care surveys were returned and logged.

Week 5:

Four full service centers, serving children six weeks to six years, were visited, evaluated and rated. Four child care surveys were returned and logged.

Week 6:

Two special needs centers, one with a mainstreamed classroom and the other serving only special needs children, were visited, evaluated and rated. Five child care surveys were returned and logged.

Week 7:

Three family day care homes, two serving mixed aged groups of children six weeks to five years and the other serving a group of three year olds, were visited, evaluated and rated. Two child care surveys were returned and logged.

Week 8:

Two nanny services were visited. The services were evaluated and rated based on the training, experience and education of employees and services offered. The child care evaluation tool was not used. Five child care surveys were returned and logged.

Week 9:

The writer had intended to evaluate and rate the visited facilities in week nine, however it was more logical to evaluate and rate the facilities as they were visited. One child care survey was returned and logged.

Week 10:

The final six child care surveys were returned and logged. The child care survey, evaluation and rating information was entered into a data base for future use.

Chapter 5

RESULTS, CONCLUSIONS, AND RECOMMENDATIONS

Results

Six hundred licensed child care facilities, in the writer's metropolitan area, were mailed child care surveys. The surveys dealt with general facility information, staff qualifications and training, physical space and children's programming. The surveys were to be completed and returned to the writer. Twenty seven of the 600 surveys were returned within the ten week period (Table 1).

Table 1

Number and Percentage of Child Care Surveys Returned During Ten Week Period

Week	Number	Percentage
1	0	0
2	0	0
3	1	.17
4	3	.50
5	4	.67
6	5	.83
7	2	.33
8	5	.83
9	1	.17
10	6	1.00
Totals	27	4.50

Another 18 of the 600 child care facilities were also visited, evaluated and rated during the ten week period (Table 2). Facilities and care givers were evaluated using a chechlist. Ratings were done on a scale of one to five, poor to excellent.

Table 2

Number and Percentage of Child Care Facilities Visited, Evaluated and Rated During Ten Week Period

Week	Number	Percentage
1	0	0
2	2	.33
3	3	.50
4	2	.33
5	4	.68
6	2	.33
7	3	.50
8	2	.33
9	0	0
10	0	0
Totals	18	3.00

Combining the results of the child care surveys and the child care facility visits, evaluations and ratings, a total of 45 of 600 child care facilities were entered into the data base for child care resource and referrals. The actual number of quality child care resource and referrals available to working families in the metropolitan area increased by a combined total of 7.5 percent.

Conclusions

With an increase in the child care resource and referral information of only 7.5 percent, the projected objective of increasing the child care information available by a combined total of ten percent was not met.

The low number of responses to the child care survey attributed to the objective not being met. The low number of survey responses may have been caused by several factors:

1) The limited time line (10 weeks) did not leave enough turn around response time.

2) The limited amount of time child care administrators have for directing attention away from day to day operation of facility.

3) The length of the survey may have been too long.

4) The objectives of the agency may not have been made clear to the child care facilities in the cover letter.

Recommendations

The following recommendations may need to be considered to increase the effectiveness of the project:

1) Allow more survey response time.

2) State the precise objectives of the agency to the child care facilities.

3) Condense the child care survey to two pages or less.

4) Make follow-up phone calls to the facilities to further explain the purpose of the agency and to remind them to return the survey.

5) Call child care facilities and perform survey over the telephone. If the administrator is not available at the time of the initial call to answer questions, make an appointment for a teleconference in order to conduct the survey.

Follow On

The follow on plan is to continue to visit, evaluate, rate and gather information from child care facilities in the area. The number of quality child care resource and referral information available in the metropolitan area will then increase even further.

The agency has contracted with a corporation to help its working parents find child care. The information gathered during the project, as well as resources that continue to be gathered, will be disseminated to the employees of this corporation and to others in the future.

References

Friedman, D., "Child Care for Employees' Kids." Harvard Business Review, April 1986.

Galinsky, E., & Hughes, D., "Fortune Magazine Child Care Study." Fortune Magazine, December 1986.

Moskowitz, M., & Townsend, C., "The Sixty Best Companies for Working Mothers." Working Mother, October 1989, pp. 74-100.

Very, R., "The Family Management Alliance: A Proposal for Investment." 1989, p. 3.

"Advisory Panel Says Quality of Child Care a Major Concern." National Report on Work and Family, March 1989, p. 5.

"Johnson & Johnson to Begin Program of Work and Family Initiatives in July." National Report on Work and Family, May 1989, pp. 1 and 7.

"Resource and Referral Comes Home..." Day Care U.S.A. Newsletter, September 1989, pp. 2-3.

"Workers' Family Needs Cause Lost Work Hours at Sanders." National Report on Work and Family, May 1989, p. 7.

Child Care Survey

1. Facility Name _____

2. Street Address _____

3. City _____ State ____ Zip Code _____

4. Phone Number ___-___-_____

5. Owner _____

6. Director _____

7. Status: Profit _____ Non-Profit _____

8. How long have you been in operation?
   0 - 1 Yrs. _____
   1 - 2 Yrs. _____
   2 - 3 Yrs. _____
   3 - 4 Yrs. _____
   4 - 5 Yrs. _____
   5 + Yrs. _____

9. How many children are you licensed for? _____

10. How many are currently enrolled? _____

11. What are the center's hours? _____ a.m. to _____ p.m.

12. Please fill in the table below regarding full-time care.

	Infant	Toddler	Preschool
Starting Age	_____	_____	_____
Current Enrollment	_____	_____	_____
Licensed Capacity	_____	_____	_____
Price per month	_____	_____	_____
Child/Teacher Ratio	_____	_____	_____
Waiting List (Mos.)	_____	_____	_____

13. Do you offer any part-time care (after school, partial weeks, etc.). _____ (Y/N)

Please List: Sick Care ____ Cost p/Day__
Partial Weeks: Scheduled ____ Cost p/Day__
Unscheduled ____ Cost p/Day__
Summer Programs ____ Cost p/Day__
Before-School Care ____ Cost p/Day__
After-School Care ____ Cost p/Day__
Other _____
_____
_____

Child Care Survey

14. Is transporation provided to and from the center for before and after school care? _____ (Y/N)

15. Do you offer multi-child discounts? ____ (Y/N)

Please List: Second Child ____%
Third Child ____%
Family Disc. ____%

16. What is your registration fee? $_____

17. Briefly describe your facilities.

Indoor: Square Footage _____
Seperate Rooms for Age Groups _____(Y/N)
Facility at Ground Level _____(Y/N)
Kitchen Facilities _____(Y/N)
Bathrooms Easily Accessible _____(Y/N)
Gates at Stair Entrances _____(Y/N)
Other _____
_____
_____

Outdoor: Square Footage _____
Fenced-in Area _____(Y/N)
Grass Area _____(Y/N)
Digging/Gardening Area _____(Y/N)
Asphalt/Concrete Area _____(Y/N)
Climbing Equipment/Small Trees _____(Y/N)
Swings & Playground Equipment _____(Y/N)
Water Play _____(Y/N)
Sand Box _____(Y/N)
Other _____
_____
_____

Building: Center owns the building _____(Y/N)
Center leases the entire building _____(Y/N)
Center leases portion of building _____(Y/N)
Commercial building _____(Y/N)
Public/Church/School Building _____(Y/N)
Other _____
_____
_____

Child Care Survey

18. What types of developmental programs do you offer the Toddlers and Preschoolers? (Please check the appropriate spaces)

	Toddlers	Preschoolers
Arts & Crafts	_____	_____
Music	_____	_____
Story Time	_____	_____
Physical Education	_____	_____
Group Activities	_____	_____
Guest Speakers	_____	_____
Field Trips	_____	_____
Language Skills	_____	_____
Reading Readiness	_____	_____
Math Skills	_____	_____
Dance Lessons	_____	_____

Other _____

_____

_____

_____

_____

19. Do you supply lunches and snacks for the toddlers and preschool children?

Lunches only _____
Snacks only _____
Lunch & Snacks _____
Neither _____

20. What is the educational level of your caregivers?

Director: Degree(s) _____
Years Experience _____

Group Leaders: Degree(s) _____
Years Experience _____

Assistant Group Leaders: Degree(s) _____
Years Experience _____

Aides: Degree(s) _____
Years Experience _____

Child Care Survey

21. What on-going educational programs are offered to your care givers?

Internal Seminars/Classes _____
External Seminars/Classes _____
Reimbursed College Courses _____
PAEYC/NAEYC Membership _____
Access to Books/Articles _____
Other _____
_____
_____

22. Describe how parents can be involved in the care giving process of your facility?

Parent/Teacher Conferences _____
Open Visitations _____
Parent Handbook Provided _____
Suggestion Box/Parent Notebook _____
Parental Representation at Meetings _____
Other _____
_____
_____

23. What is your rate of employee turnover? _____

24. Briefly describe a typical day for your facility.

Time	Toddlers	Preschoolers
6-7 a.m.	_____	_____
7-8	_____	_____
8-9	_____	_____
9-10	_____	_____
10-11	_____	_____
11-12	_____	_____
12-1 p.m.	_____	_____
1-2	_____	_____
2-3	_____	_____
3-4	_____	_____
4-5	_____	_____
5-6	_____	_____
6-7	_____	_____

Child Care Survey

25. Please provide any other information that you feel would be relevant for our files.

_____
_____
_____
_____
_____

26. Would you allow a representative of the resource and referral agency to visit your facility? _____(Y/N)

Please include any brochures or documentation on the facility for our files.

Thank you very much for your time!

Child Care Evaluation and Rating Tool

General Information

1. Facility Name _____
2. Address _____
3. Phone _____
4. Owner/Director _____
5. Profit _____ Non-Profit _____
6. Years in Operation _____
7. Hours of Operation _____
8. Number of Children Licensed _____
9. Age Groups _____
10. Waiting Lists _____
11. Registration Fee _____ Refundable? _____
12. Tuition _____
13. Sibling Discounts _____
14. Transportation _____

Comments _____

Facility Evaluation

	Yes	No
1. Current State License	____	____
2. Current State Registration	____	____
3. NAEYC Accreditation	____	____
4. Appropriate Child/Staff Ratios	____	____
5. Clean	____	____
6. Adequate, Safe Indoor Space	____	____

Child Care Evaluation and Rating Tool

	Yes	No
7. Adequate, Safe Outdoor Space	____	____
8. Personal Storage Space	____	____
9. Enough Nap Space	____	____
10. Individual Cribs/Mats	____	____
11. Step Stools in Bathrooms	____	____
12. Enough Toilets	____	____
13. Clean, Safe Diaper Changing Area	____	____
14. Good Hygiene Proceedures	____	____
15. Serve Nutritious Snacks/Meals	____	____
16. Safety Caps on Electrical Outlets	____	____
17. Inaccessible Electrical Cords	____	____
18. Screens /Bars on Windows Above First Floor	____	____
19. Gates on Stairs	____	____
20. Safe Storage for Dangerous Items	____	____
21. Adequate Emergency Proceedures	____	____
22. Regularly Scheduled Fire Drills	____	____
23. Fire Extinguishers	____	____
24. Smoke Detectors	____	____

Comments _____
_____
_____
_____
_____

Rating: Excellent Very Good Good Fair Poor

Child Care Evaluation and Rating Tool

Care Giver Evaluation

	Yes	No
1. Get Down on Children's Level	____	____
2. Warm and Friendly	____	____
3. Greet Children and Adults With a Smile	____	____
4. Calm and Gentle	____	____
5. Sense of Humor	____	____
6. Gentle Touch	____	____
7. Plan Age Appropriate Activities	____	____
8. Enjoy the Work	____	____
9. Treat Children as Individuals	____	____
10. Encourage Good Health Habits	____	____
11. Encourage Self Expression	____	____
12. Enough Time and Stamina	____	____
13. Provide Routines and Rules Children Can Understand and Follow	____	____
14. Allow Children to Make Choices	____	____
15. Listen Attentively to Children	____	____
16. Spend Time Holding and Talking to Children	____	____
17. Arrange Environment to be Child Oriented	____	____
18. Use Gentle Discipline Rather Than Harsh Punishment	____	____
19. Have Previous Experience	____	____
20. Have Child Development Training/Degree	____	____

Comments _____

_____

_____

_____

_____

Rating: Excellent Very Good Good Fair Poor